

Welcome to your local Sports Centre ... we hope you enjoy your visit.

Our customer charter is designed to enhance your experience and provide you with information about Sports and Leisure Management. SLM's Vision is 'To promote and enhance the health and well-being of communities through exercise, fitness and sport'.

The Customer Charter provides an indication of the basic standards you should receive.

- A clean, safe and welcoming environment
- A response to all your suggestions
- A range of activities to meet the needs of the community
- The support and assistance of trained and qualified people.

**everyone
ACTIVE**

ABOUT US

Our People

We are as passionate about our people as we are about our Vision. We believe our employees are our greatest asset. We refer to them as 'colleagues' and our aim is to develop them in a way that enables each individual to realise their potential.

Leadership

The company has assembled a team of highly skilled and energetic managers who adopt a leadership driven management style, with the development and empowerment of individuals as its core philosophy.

What We Look For

Quite simply, we like to employ people who are as passionate about our vision as we are and share our values. If you like people and can work to create the best possible leisure experience for all our customers, then we'll do the rest.

Training and Development

The training and development received by our colleagues is one of the principle reasons we are successful. Our training programme provides a series of mandatory and optional training and development activities that are designed to enable every colleague to succeed and fulfil their potential.

Most importantly of all... have fun!

*Epping Sports Centre,
25 Hemnall Street,
Epping, Essex.
CM16 4LU
Tel: 01992 564564
Email: eppinginfo@slm-ltd.co.uk*

*Loughton Leisure Centre,
Traps Hill,
Loughton, Essex.
IG10 1SZ
Tel: 01992 564574
Email: loughtoninfo@slm-ltd.co.uk*

*Ongar Leisure Centre,
The Gables, Fyfield Road,
Ongar Essex.
CM5 0GA
Tel: 01277 363969
Email: ongarinfo@slm-ltd.co.uk*

*Waltham Abbey Pool,
Roundhills,
Waltham Abbey, Essex.
EN9 1UP
Tel: 01992 716733
Email: walthaminfo@slm-ltd.co.uk*

www.everyoneactive.com



This facility is managed by SLM
on behalf of
Epping Forest District Council

Customer Services



Your guide to Our Customer Charter

Epping Sports Centre

30
mins

5

Days a
week

**everyone
ACTIVE**

You'll feel better for it



30 mins
5
Days a week



30 mins
5
Days a week



30 mins
5
Days a week



CLEAN, SAFE AND WELCOMING

Wet Floors

Due to the nature of the facilities, floors are often wet. Please be aware of the wet floor cleaning signs and at all times walk, don't run, in changing rooms and corridors. Reporting issues during your visit will help us put things right straight away if we can. Please contact a Duty Manager, who will be happy to assist.

Footwear

Whatever you do within this centre, please ensure you wear appropriate footwear for the activity and follow the instructions given to you by colleagues and those found on information posters.

Admissions

Children under the age of 16 must be accompanied by a parent if they wish to use the centre after 7.00pm.

Medical Conditions

If you, or any children under your responsibility whilst inside our Leisure Centre, have any medical conditions that could affect treatment given in the case of an emergency, please notify the Duty Manager prior to the start of your activity.

Fire Alarm / Building Evacuation

Should the fire alarm be activated, you will hear a continuous ringing bell. Please leave the building by the nearest fire exit immediately. Look for and follow the luminous signs of a green running man. The meeting point is signposted in the car park.

All centres operate regular building checks, which are carried out and recorded in accordance with Safety and Operations standards. If you would like to view these at any time, please ask the Duty Manager.

Health and Safety Information

The Health and Safety Notice Board can be found in the main Reception area and provides information on policy, accident trends and insurance.

We cannot take responsibility for lost or damaged belongings - all items are left at their owners risk. However, we regularly patrol all facility areas, operate CCTV in most centres and control access via Reception. Fit for purpose lockers are provided to ensure the safety of your belongings - please use them.

Photography

We operate a strict Photography Policy, whereby you are required to obtain permission from the Duty manager before taking any photography (stills, video, digital or mobile phones). Please follow the guidelines explained to you by the Duty Manager.

A RESPONSE TO ALL YOUR SUGGESTIONS

Comment Form

Please help us to provide you with a great experience. Report anything you liked or disliked about your visit. Make suggestions using our comment form about how we can improve our service.

If you require any further information or wish to make a comment about your experience today, please contact the Centre Manager. Further information can be gained from our Group Customer Services manager via benbeevers@slm-ltd.co.uk or by visiting our web site at www.everyoneactive.com

A RANGE OF ACTIVITIES TO MEET THE NEEDS OF THE COMMUNITY

Reception will be happy to provide any additional information on activities available within the Centre, please do not hesitate to ask. Visit our web sites at www.everyoneactive.com to find out more.

National Standards

SLM are very keen to compare our standards with nationally recognised frameworks. We are registered as Investors in People since 2001 have achieved the National Quality award - Quest as well as the Carbon Trust Certificate of Achievement

You may be asked to complete questionnaires at times throughout the year - these questionnaires change regularly and results are displayed on notice boards.

All of our fitness centres are compliant with the Fitness Industry Association Standards and its Code of Conduct.

QUALITY STANDARDS

We will monitor the air temperatures to make sure they are at the recommended levels. We care about our environment and will make every effort to conserve our resources.

We will report all faults immediately

We will reply to all letters within eight days

We will answer the telephone within 5 rings

All our systems are audited regularly and this information is display on our customer information board

A member of the management team will always be available to answer your questions and deal with any compliments or complaints

We will check the centre on a regular basis to ensure it is safe, clean and well maintained.

We will ensure all our colleagues wear their name badge and uniform while on duty

We will find out your views and publish them throughout the year

We will make sure there is a qualified first aider on duty at all times

We will ensure our colleagues have the correct qualification for the job that they do.